



Feedback, Compliments and Complaints Policy

Bath Spa Careers and Employability service is committed to monitoring and evaluating the work we do to ensure a high quality service, and in order to do this we welcome compliments, complaints and suggestions from all our service users.

We regularly seek feedback from Bath Spa University students, graduates and staff and externally from employers and other opportunity providers. Feedback is normally collected in the following ways:

- Evaluation forms completed following curriculum presentations and group work, Bath Spa Plus events, careers fairs and forums, employer presentations and networking events
- Evaluation forms following careers appointments
- Surveys and focus groups of service users and non-users

In addition we offer a variety of other informal feedback procedures including:

- Feedback and Suggestions box at Careers receptions
- Feedback via email careers:bathspa.ac.uk

If you are not satisfied with our service and wish to make a formal complaint, you are encouraged to contact Barrie Grey Head of Careers and Employability b.grey@bathspa.ac.uk or telephone 01225 875397. If you are still not satisfied, you should consider complaining through the university's Complaints Procedure:

<https://www.bathspa.ac.uk/media/bathspaacuk/about-us/governance/policies/BSU-Complaints-Policy.pdf>

Feedback is used to monitor satisfaction of our services, and to monitor progress against our four key objectives of the service, which are:

- ENGAGE – To engage students in activities that will enhance their career thinking and employability.
- OPPORTUNITIES – To locate and broker opportunities to enable students to develop their skills, increase their understanding of the world of work and enhance their employability.
- CAREER DEVELOPMENT – To provide tailored support, resources and activities for students to explore the career opportunities available to them and promote career decision making.
- ATTRIBUTES – To enable students to develop the attributes needed to thrive as graduates through a range of opportunities, support and resources

Feedback, suggestions and complaints are also used to inform the following year's business planning and information, advice and guidance activities. We publish changes we make as a result of feedback in the form of 'You Said, We Did' statements on My Career, student and graduate newsletters and on our noticeboards.